

SPRING 2004

WAUKESHA COUNTY DEPARTMENT  
OF SENIOR SERVICES

# SENIOR CONNECTION

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## SPECIAL POINTS OF INTEREST:

- VOLUNTEER OPPORTUNITIES AVAILABLE
- 2004 SENIOR SOURCES ARE AVAILABLE-CALL THE DEPARTMENT OF SENIOR SERVICES AT 548-7848
- CHECK OUT THE CAREGIVER LENDING LIBRARY
- OLDER AMERICANS MONTH-MAY 2004

## FROM THE COUNTY EXECUTIVE

Dear Friends:

While many government bodies continue to experience large budget deficits and sinking bond ratings, Waukesha County continues to be a model for sound financial planning efforts. Despite a number of challenges, the County's fiscal health is excellent because we have taken the necessary steps to provide us with a solid foundation during this soft economy.

Our 2004 budget theme, "Meeting Today's Challenges," reflects on our commitment to financial integrity and our core values in providing responsible and effective government services. We have been able to balance these ideals while reducing the County property tax rate for the 14<sup>th</sup> consecutive year, dropping the property tax rate to \$2.21 per \$1,000 in equalized value.

With a reduction of Income Maintenance Administration funding from the State of Wisconsin totaling \$160,000, certain non-core, non-mandated human service programs have been eliminated. This includes the final phase-out of Basic Assistance and Service for Individuals in Crisis (BASIC), and the indigent burial program.

Even with these cuts, the County has continued to make careful management decisions and good investments in cost-effective initiatives that will have a lasting impact. An example of this is the Department of Public Works Communication Center, that will deliver efficient and reliable shared dispatch services for 29 communities in 2004.

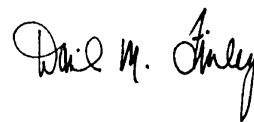
Whereas initial costs required tax levy support, the overall savings for these 29 communities will be significant and service will be consistent.

On our quest to minimize government spending, Waukesha County continues to look for new and innovative solutions to problems. The Criminal Justice Collaborating Council was established to do just that by developing a new cost savings method aimed at controlling or reducing the County jail inmate population growth and reducing inmate recidivism. In 2004, an additional \$100,000 was appropriated to the Council to continue its work.

Following this theme, the Department of Senior Services has also made many program and service advancements, like that of prescription drug assistance, reaching out to non-English speaking residents, and expanding the Caregiver Support Program. In addition, by forming partnerships with local community agencies, the department continues to provide our seniors and their families with excellent service by broadening the resources available to them.

As your County Executive, I am proud of what we are accomplishing to better serve you. By leading the way through sound long-term solutions, we are able to maintain control of taxes and spending while sustaining high quality services.

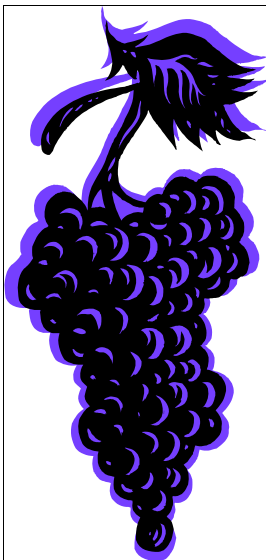
Sincerely,



Daniel M. Finley  
County Executive

## COMMISSION ON AGING

"THESE MEETINGS  
ARE OPEN TO THE  
PUBLIC AND I  
WOULD INVITE YOU  
TO ATTEND,  
ESPECIALLY IF  
YOU'VE NEVER DONE  
SO BEFORE. "



OLDER  
AMERICAN'S  
MONTH  
MAY 2004

My name is Miriam Behselich. I am excited to tell you that I am the new chairperson for the Department of Senior Service's Commission on Aging. I have served on the Commission for two years. I have enjoyed working with Waukesha County seniors for over 20 years. Waukesha has been home to me the majority of my life and I have always found Waukesha County to have a wealth of resources for seniors.

I would like to thank Calvin Gander for his commitment to the Department of Senior Services and his leadership of the Commission. We on the Commission have appreciated his efforts very much!

The Commission on Aging consists of twelve members who are appointed by the County Executive and approved by the County Board. At least 51 percent of the members are 60 years or over. Three members are elected County Supervisors. The purpose of the Commission is to gather information on the needs of seniors in Waukesha County and recommend ways to improve the quality of life for older people in Waukesha County.

The Commission generally meets on the second Thursday of every month at 9:00 am in Room 155 of the Administration Center. These meetings are open to the public and I would invite you to at-

tend, especially if you've never done so before. We often have an "educational" section, where we invite different speakers to come and talk on issues or services available to seniors. Sometimes we hold our meetings at different locations to be able to tour and learn more about the services offered at that location.

The agendas and meeting locations are posted on the Department's web at [senior.waukeshacounty.gov](http://senior.waukeshacounty.gov). We do ask that people register ahead of time if they are interested in attending.

Even if you can't attend a meeting, we are interested in your feedback and ideas. The Commission members are listed on the website and you are welcome to call one of us. You are also welcome to call the Department of Senior Services at 262-548-7848 to leave a message for one of us to contact you.

I'm looking forward to seeing you at a meeting or hearing from you!

Respectfully,

*Miriam Behselich*  
Miriam Behselich

## DEPARTMENT OF SENIOR SERVICES MISSION STATEMENT

The mission of the Waukesha County Department of Senior Services is to affirm the dignity and value of older people through services, support and opportunities that promote choice, independence and community involvement.

## *LETTER FROM THE DIRECTOR OF SENIOR SERVICES- CATHY BELLOVARY*

As we prepare for the spring newsletter, I am looking forward to winter being over. It came in slowly and a bit later than usual, but once it got here winter dug in its heels. The four seasons are part of what endear me to Wisconsin, but as I get older, the bitter cold, wind, dreary days and snow soon lose their appeal. Yes, one can see why a trip to warmer climate can be therapeutic. We did however, have some beautiful sunny days where the snow glistened and trees were dusted with white.

Spring greetings to you all! It can be an energizing time as days get longer and warmer. The New Year's resolutions that went by the wayside often find their way back into our lives. We feel healthier and able to accomplish more. Time to get some of the chores done we've procrastinated about and to connect with friends and neighbors. Back to walks outside (our dogs will be so happy) and watching the flowers spring up and trees sprout. Seeing daffodils and tulips in my yard are the sure sign of the season to enjoy in Wisconsin.

Senior Services has been very busy these past months. We are continually thankful for our many community partners. Waukesha County has exceptional agencies who work together to improve the quality of life for all of us. We can't do our work alone. We strive to meet the needs of seniors, their families and the community. We continue to educate the public about our services and encourage individuals and families to plan for the future. We have a lot to offer and we are here for you. You can be proud of what the County can provide for seniors. Call our Senior Line at 262-548-7828 and we will give you information and assistance.

Benefits continue to be complicated to understand. Our Benefit Specialist is extremely busy and in demand. However, do call if you have questions about Medicare, Social Security, insurance, housing, etc.

Transportation in a large county and accessing service can be very difficult. There may be options you are not aware of. We are proud of the services we do have. We do our best to help individuals. Call Senior Line with questions regarding Rideline,

Share Fare Taxi, and shuttle services.

Our nutrition program has been growing. Visit one of our 13 senior dining centers throughout the county. There are lots of activities and participants enjoy socializing while enjoying a healthy meal. We have home delivered meals for the homebound who meet the criteria. Call 262-548-7828 to find out more about our nutrition services.

The department offers many services in partnership with our providers. We contract with many agencies around the county to meet the needs in the community.

My mother, the new "volunteer librarian," says our Caregiver Library is "amazing." We think so too!! We get books out to the adult day care centers as well as to Senior Health at Waukesha Memorial Hospital. We can help you too! You can borrow books, videos and "try before you buy" items. Our Commission members recently took the tour and were very impressed.

Our support group for grandparents raising grandchildren continues to grow strong. There are wonderful activities for children and grandparents.

We will have another Caregiver Conference on June 11, 2004. We are so grateful for the opportunity to help caregivers. Caregivers play a critical role and need support and encouragement.

The volunteers are a mainstay of our organization. Like our community partners, we would not be able to do our jobs well without them. We have a variety of volunteer positions and over 1000 volunteers. There will be some changes in the months ahead as we re-register volunteers as well as recruit. With times as they are, safety has become even more important. All departments in the County will be checking backgrounds of our volunteers as we do staff. New paperwork will be involved as well. One thing will not change—we will forever need volunteers and they will always be appreciated. Call the Volunteer

**"WE ARE SO GRATEFUL  
FOR THE OPPORTUNITY TO  
HELP CAREGIVERS.  
CAREGIVERS PLAY A  
CRITICAL ROLE AND NEED  
SUPPORT AND  
ENCOURAGEMENT."**

Coordinator if you have some extra time.

I want to thank Calvin Gander for his two years as Chair of the Commission on Aging. Calvin's leadership was strong and appreciated by all of us. We are pleased that Calvin will continue to serve on the Commission.

We welcome Miriam Behselich as the new Chair of the Commission on Aging. Two new members, Pat Hansen and Joanne Leifheit have joined the Commission. Other Commission volunteer members include Janet Belton, Lyman Humphrey, Betty McMullen, Nancy Pagels and Larry Weidman. Supervisors Joseph Griffin, Sandra Wolff and Duane Stamsta complete the Commission of twelve. These individuals collectively make a real difference in what we do and we appreciate all of them.

Finally, my thanks to the staff. They are really a special team and I am proud of them. Together we are working to meet the challenges of a fast growing senior population.

How can we help you??

My Best,

*Cathy Bellowary*

**Please Save This Date**

**FRIDAY JUNE 11, 2004**

**for the**

**3<sup>RD</sup> ANNUAL WAUKESHA COUNTY FAMILY CAREGIVER CONFERENCE  
"BUILDING YOUR CAREGIVER RELAY TEAM"**

**TO BE HELD AT**

**THE COUNTRY INN HOTEL & CONFERENCE CENTER  
8:00 AM UNTIL 2:30 PM**

***Respite Care Available***

**TOPICS INCLUDE: COMMUNICATION TECHNIQUES FOR CAREGIVERS  
STRUCTURING "QUALITY TIME" WITH YOUR LOVED ONE  
CAREGIVING FROM A "MALE PERSPECTIVE"  
LEGAL ISSUES SUCH AS POA'S AND GUARDIANSHIPS  
CHALLENGING BEHAVIORS AND SUCCESSFUL INTERVENTIONS**

**THERE WILL ALSO BE A CAREGIVER SENSITIVITY EXPERIENCE**

**CONFERENCE BROCHURE AND REGISTRATION FORM AVAILABLE AFTER APRIL 19<sup>TH</sup>  
BY CALLING THE DEPARTMENT OF SENIOR SERVICES 262-548-7828.**

## 20 THINGS YOU MAY NOT KNOW ABOUT THE MEDICARE ACT OF 2003 - BUT *SHOULD*

### **Did You Know That The Medicare Act of 2003:**

- 1. Does not include the prescription drug benefit within the Medicare program itself. Instead, the Act requires people who choose the voluntary prescription drug benefit to select and enroll in a private plan to obtain prescription drug coverage.**
- 2. Imposes a late penalty on people who don't enroll in a drug plan when they are first eligible, unless they have "creditable coverage." Creditable coverage includes coverage that is comparable to the new Medicare Part D prescription drug benefit such as coverage provided under Medicaid or an employer-sponsored health plan. The Act says that drug coverage obtained under a Medigap policy is not considered "comparable coverage." Drug coverage obtained under a Medigap H, I, or J policy may not be considered comparable coverage; someone with a Medigap H, I, or J policy who delays enrollment in a Medicare drug plan may have to pay the late penalty.**
- 3. Does not establish a standard Part D premium amount. The \$35 amount used in discussions is just an estimate of what the "average" premium *might* be. The actual premium will vary by plan and by geographic area.**
- 4. Allows drug plans to vary the basic drug benefit (for example, the \$250 deductible, 25% co-payment up to \$2250) as long as the benefit package offered is the "actuarial equivalent" (meaning it is estimated to be the same value) as the basic benefit.**
- 5. Allows each drug plan to decide independently which drugs to cover under its formulary.**
- 6. Requires people to remain in the drug plan they choose for a year, but allows drug plans to change the drugs they cover during the year.**
- 7. Requires prescription drug plans to make available information about changes in the formulary but does not require the plan to actually provide the information directly to enrollees.**
- 8. Requires beneficiaries to pay the full cost of prescriptions in what is known as "the doughnut hole" until the \$3600 out-of-pocket spending cap is reached. The "doughnut hole" is the complete gap in coverage between \$2,250 and \$5,100. The \$3600 out-of-pocket requirement includes the deductible and co-payments, which are also counted only when paid for drugs on the plan's formulary.**
- 9. Does not include the price of non-formulary prescriptions when calculating the \$3600 out-of-pocket spending cap. Co-payments, deductibles, and other costs paid for by a retiree health plan also are not counted. This means that most people will spend more than \$3600 out-of-pocket before reaching the catastrophic coverage.**
- 10. Prohibits, as of January 1, 2006, the sale of Medigap policies H, I, and J, which provide prescription drug benefits, except to people who already have those policies on that date.**
- 11. Does not allow Medigap policies to pay for the prescription drug deductible and co-insurance or for drug coverage in the "doughnut hole."**
- 12. Does not allow the Secretary of the Department of Health and Human Services (HHS) to negotiate lower prescription drug prices on behalf of the nearly 41 million Medicare beneficiaries.**

13. Forces people with Medicare and full Medicaid coverage (the dually eligible) into a Medicare drug benefit by precluding Medicaid from paying for prescriptions for people who are eligible for the drug benefit. Medicaid may not pay for drugs that are covered under Medicare Part D but that are not on a plan's formulary.
14. Increases the Part B deductible for the first time since 1991. Currently \$100, it will increase annually beginning in 2005.
15. Increases the Part B premium based on income, for the first time ever. (Effective 2007.)
16. Provides coverage for an initial physical exam (but not related lab work.), *only* for people who first enroll in Part B after January 1, 2005. Current Medicare beneficiaries enrolled in Part B and those who become entitled to Part A after that date but never enroll in Part B do not receive this benefit.
17. Increases, rather than decreases, the time for processing a Medicare appeal by giving Medicare contractors twice as much time to review appeals at the contractor level.
18. Makes it harder to obtain a hearing for Medicare denials by increasing the dollar amounts which must be at issue in order to obtain an Administrative Law Judge hearing and to appeal to federal court.
19. Changes the name of Medicare Part C, which governs Medicare managed care plans, from Medicare+Choice (M+C) to Medicare Advantage (MA).
20. Changes the name of the entities that process claims from fiscal intermediaries (for Part A claims) and carriers (for Part B claims) to Medicare Administrative Contractors.

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## **SENIORCARE SURVEY RESEARCH**

**WE HAVE BEEN INFORMED THAT THE CENTER FOR SURVEY RESEARCH IS CONDUCTING A SURVEY OF WISCONSIN SENIORCARE PARTICIPANTS. THIS IS PART OF THE RESEARCH PROJECT THAT BRANDEIS UNIVERSITY IS CONDUCTING.**

**IF YOU ARE ASKED TO PARTICIPATE IN THE SURVEY FROM SENIORCARE, IT IS LEGITIMATE AND THE AGING NETWORK OPERATION WOULD APPRECIATE YOUR PARTICIPATION. SENIORCARE PARTICIPANTS WILL BE RECEIVING A LETTER REQUESTING THEIR PARTICIPATION.**



# CAREGIVER RESOURCE LIBRARY

## NEW Arrivals to the Resource Library!

### BOOKS

#### **Care That Works - A Relationship Approach to Persons with Dementia** by Jitka M. Zgola

This book shows how caregivers can better meet the demanding challenges of their job by building and improving their personal relationships with those in their care. It gives caregivers the information with which they can develop their own approaches, evaluate their effectiveness, and continue to grow in skill and insight. Optimal dementia care involves three elements; a good relationship between the caregiver and the person who has dementia, a safe and nurturing environment, and meaningful activities. Special attention is given to communicating with persons who have language deficits and coping with problem behaviors - two critical problems in dementia care.

#### **Caregiving and Loss** by Kenneth Doka

With approximately 25 million family caregivers in this country, one out of four households are providing care for a loved one. It is important for healthcare professionals to understand the unique needs of family caregivers and offer compassionate support. Featuring writings from 13 nationally recognized experts in the field of caregiving and loss, this book is developed in conjunction with HFA's award-winning Living With Grief series.

#### **URGENT WHISPERS: CARE OF THE DYING** by Jerral Sapienza

Mr. Sapienza has masterfully captured the essence of meaning and beauty of the death process. Who knew that death could be such a rewarding experience? In giving care and/or assisting a loved one at the end of life, Mr. Sapienza illustrates how family or friends can enrich the end of life for the dying as well as add purpose and hope for those still living.

Mr. Sapienza enlightens his readers to be present in the here and now. The truth that so many of us fail to see, is that the dying aren't yet dead, therefore they still ARE wonderful people. Crying and grieving before they depart wastes energy and takes the focus away from the person who is dying and needs loved ones present.

Urgent Whispers is a must read. If we as a society want to learn how to enrich our lives, our relationships, businesses, etc, why then, should we not take our desire to grow and be better persons in the arena of death as well? Afterall, death is something that will inevitably touch us all. Why not make it better, too?

#### **Diabetes For Dummies** by Alan L. Rubin M.D.

Packed with 50 creative recipes from top chefs, this comprehensive reference offers sound information on symptoms, treatment, diet plans, and more. Illustrations.

### VIDEOS

#### **To Touch a Grieving Heart** by Kathleen Braza

This highly acclaimed video answers questions that grieving people most want to know: How long should people grieve? Should I try to forget or try to remember? What does one say or do when the death was caused by violent means? The film includes healing rituals that can help a person process his or her grief. For training purposes as well as for individual viewing, this film is filled with sensitive and practical insights to help us touch grieving hearts in healthy ways.

### **Living with Alzheimer Disease - The Caregiver's Options** by Peter Rabins, MD

Families discuss care options and how to make timely and responsive decisions. When can a family member no longer be left alone? What options for help are available? When do assisted living or nursing homes become the most therapeutic environment? And, how can families work together to make these decisions?

### **Dancing on Quicksand - A Gift of Friendship in the Age of Alzheimer's** by Marilyn Mitchell

A testimony to how authentic relationships are available everyday in Alzheimer's care. This thoughtful tribute to David is also a valuable resource for anyone who truly wants to 'care about' people while they care for them.

## **AUDIO BOOKS**

### **Your Aging Parents - How to Heal and Enrich Your Last Years Together** by Victoria Howard

Your parents aging - and dying - hold profound information that is available only once in a lifetime. Victoria Howard teaches you how to receive the legacy of their experience before it is gone forever. Join this expert on aging as she teaches you how to: heal old hurts and resentments, understand the mental and emotional changes that come with aging, evaluate caretaking options including homecare.

### **Hidden Legacy: the Rewards of Caring for your Aging Parents** by Victoria Howard

The Buddhist tradition is a natural fit for family challenges that test the limits of our endurance. In this program about caring for an aging parent, the author's emotional authority makes this particular challenge acceptable and even attractive. Her language is that of social work, but her voice is Buddhist - peaceful and integrated with the universal good. Using the knowledge framework of geriatrics and late-life emotional growth, she asks listeners to think about why their parents are difficult, rather than just reacting to them. Do the emotional work, pace the involvement to preserve the self, and learn what you can about being old.

## **DEMONSTRATION ITEMS**

### **LiftVest**

LiftVest is a stylish, vest-type garment for men and women that provides 12 hand-holds for lifting or stabilizing anyone who needs mobility assistance.

The LiftVest enables the caregiver, without strain, to provide a wheelchair user with comfortable, dignified transfers to a car, dentist's or hairdresser's chair, bed or toilet-anywhere that there may be a need for assistance.

### **PockeTalker Pro**

The POCKETALKER PRO is a versatile, high quality assistive listening device designed to improve communications in difficult listening situations. The POCKETALKER PRO delivers clear, distinct sound, while its large, manageable control provides for easy operation.

Use the POCKETALKER PRO to improve listening on a one-to-one basis, in small group situations, while listening to your favorite TV or radio programs, or while riding in the car.





# *Then and Now*

Barbara Woyak

Spring, 2004

What you see is what you get? Maybe not. Depending on how well you see you may be getting something you didn't bargain for. I don't see too well myself. I progressed to bifocals a few years ago and I keep getting threatened with trifocals. Everyone in my immediate family wears glasses at one time or another. One of my sisters even wears hers to bed at night – she says she needs them to see her dreams!

I remember my very first pair of eyeglasses – well, what I really remember is the frames. They were the cat's eye frames and they seem to be back in style. I was in grade school at the time and not real thrilled about having to wear glasses. That loathing of my glasses got worse before it got better. I tried contact lenses when I started college but they didn't work for me. (Never take a course in Riflery when you are trying to get used to new hard contact lenses. As I squinted through the rifle scope I really thought I was aiming at the target. Little did my instructor know that I just couldn't see through my tear filled eyes, and of course I couldn't tell him. At the end of the course he told us we all passed, and looking directly at me added that some of us “just barely” passed. I soon returned to wearing regular glasses.) After college I sometimes tried to get along without the glasses and once ended up at a buffet dinner party holding on to a friend's sleeve just to make sure I walked up to the buffet table and not in to it! Today eyeglasses are an acceptable fashion accessory.

Both lenses and frames have undergone dramatic changes over the years. There was a time when spectacles were quite valuable and available mainly to the affluent - in the early 1700's eyeglasses cost as much as \$200, more than a pretty penny for those times. The reading stone or magnifying glass was developed around 1000 AD. The first spectacles appear to have been made between 1268 and 1289 for the farsighted. Those suffering from nearsightedness had to wait until the 16<sup>th</sup> century for concave spectacles. The monocle and the lorgnette (two lenses in a frame that the user holds up to the eyes) were also developed in the 1700's. Ben Franklin developed bifocal glasses in 1784 when he got tired of switching between two types of glasses for close up and distance seeing, and John Isaac Hawkins' trifocals were patented in 1827.

Frames were originally designed to keep the eyeglasses in the best position to improve vision. In the 1920's manufacturers began to realize that eyewear sales might increase with better looking frames. So we've gone from wearing monocles, pince-nez frames and upswept harlequins to rimless glasses, pear frames and aviators. The Ray-Ban aviator was introduced in 1937 and is still worn today. Frames were small in the 1920's and 1930's, large and glamorous in the 1940's. Small came back in the 1960's with the granny glasses and big and bold returned in the 1970's. Small was back in the 1990's. Whatever your frame preference, if it's not popular today, it probably will be tomorrow.

It's a good idea to get your eyes checked on a regular basis. By age 65 one of three Americans has some form of vision threatening eye disease such as glaucoma, cataract, macular degeneration or diabetic eye disease. Contact the Department of Senior Services at (262) 548-7828 if you need help locating the right resource.

# Make time for the important things in life VOLUNTEER

## **VOLUNTEERS...MAKING A BETTER TOMORROW, TODAY**

**FRIENDS...WHAT WOULD WE DO WITHOUT THEM?** As older people lose their life long friends...they become lonely and isolated and You can make a difference in that life with just a one-hour visit each week. Men and women from Mukwonago, Oconomowoc and Waukesha are needed. Special need for a lady who speaks Spanish and lives in Waukesha. Mileage reimbursement provided so call 262-548-7829 because faithful friends are the best medicine of life.

**SENIOR DINING SITES** need help with meal set up, packing meals for homebound, serving and clean up. Help out once a week or twice a month between the hours of 9:30 a.m. 'til 1:00 p.m. A little help goes a long way in Muskego, New Berlin and Waukesha. Your volunteer energy can change our world...call 262-548-7829.

**ELDEREACH VOLUNTEERS ARE GREATLY NEEDED** in Menomonee Falls and Sussex. Take some required training so that YOU can call on older people who may need help...to assess their needs and report those needs to our department. We ask volunteers to make a commitment of 6 to 8 hours a month, weekdays or weekends. Mileage reimbursement provided. Call 262-548-7829 because one person can make a difference.

**GRANDPARENT PROJECT ASSISTANCE IS NEEDED** to attending a few meetings a month, phoning, computer data entry, mailings, collating, etc. Looking for someone who can give 3 to 4 hours a week, Monday or Thursday... call 262-548-7829 to do a work of the heart.

**SPECIAL NEED TO KEEP THE MEALS COMING...VOLUNTEER DRIVERS** to deliver a hot noon meal to homebound individuals unable to fix for themselves. Getting this meal makes it possible for them to stay in their own homes longer. Our numbers are growing and help is needed once or twice a month. Urgent need in Butler, Muskego, New Berlin and Waukesha to help out once a week or once or twice a month. Subs are needed in the Mukwonago area as well. Mileage reimbursement is provided and individuals, friends and couples are encouraged to call 262-548-7829... REMEMBER going the extra mile has its reward.

**GREETER VOLUNTEERS ARE NEEDED** at the Administration Center information desk to greet and direct visitors to offices or departments. Consider a three-hour shift one day a week, morning or afternoon. If you enjoy meeting and talking with people you will love this volunteer position. Call 262-548-7829—you'll be glad you did.

**VOLUNTEER PROGRAM ASSISTANT NEEDED** to help with Recognition Event, up-dating materials, filing, mailings and phoning. Offer one morning or afternoon a week on a regular basis...because a little of your time goes a long way...call 262-548-7829.

WAUKESHA COUNTY DEPARTMENT OF SENIOR SERVICES, 1320 PEWAUKEE ROAD, WAUKESHA, WI 53188  
Chris Rodriguez, Volunteer Program Specialist—262-548-7829

# NUTRITION FACT SHEET

## HEALTHY EATING ON THE RUN: A MONTH OF TIPS

Increasingly, consumers want fast, easy, and good tasting foods to fit a busy lifestyle. Whether it's fast food, take out, or a sit down restaurant, eating out has become part of the American lifestyle. Today, food is available almost everywhere we go -- schools, businesses, drugstores, convenience stores, bookstores, supermarkets, vending machines, sports and cultural events and recreation centers. The following tips will help you make wise food choices for "Healthy Eating, Healthy You."



1. Take time to look over the menu and make a careful selection.
2. Choose fried foods only sometimes -- go for grilled, broiled, or steamed foods more often.
3. Order the regular or kid-size portion. Mega-sized servings are probably more than you need.
4. Make milk or a low-fat shake your beverage for an extra calcium boost.
5. Try a side salad instead of fries.
6. Split your order. Share fries or an extra large sandwich with a friend.
7. Boost the nutrients in all kinds of sandwiches by adding tomato, peppers and other vegetables.
8. In place of fries or fried onion rings, order corn on the cob, green beans or baked beans, or rice.
9. A baked potato offers more fiber and fewer calories than fries, just go easy on the sour cream and butter. Top your potato with broccoli, a small amount of cheese or salsa.
10. At the deli or sub shop, choose lean beef, ham, turkey, or chicken on whole grain bread.
11. For a lighter meal, order an appetizer for your entrée.
12. Go easy on condiments, special sauces and dressings on sandwiches and salads. Ask for mustard, catsup, salsa or low-fat spreads and dressings.
13. Enjoy ethnic foods such as Chinese stir-fry, vegetable-stuffed pita or Mexican burrito. Go easy on the sour cream, cheese and guacamole.
14. At the salad bar, pile on the dark leafy greens, carrots, peppers and other fresh vegetables. Lighten up on mayonnaise-based salads and high fat toppings.
15. Restaurant portions too large? Take home half the main course for another meal.

16. Order salad with dressing on the side so you can control how much is added.
17. Eat your lower-calorie food first. Soup or salad is a good choice.
18. Pass up all-you-can-eat specials, buffets and unlimited salad bars if you tend to eat too much.
19. If you do choose the buffet, fill up on salad and vegetables first. Take no more than two trips and use the small plate which holds less food.
20. Try a smoothie made with juice, fruit and yogurt for a light lunch or snack.
21. For dessert, choose fresh fruit or a container of fruit chunks if available. Or, share dessert with a friend.
22. Load up your pizza with vegetable toppings. If you add meat, make it lean ham, Canadian bacon, chicken or shrimp.
23. Look for a sandwich wrap in a soft tortilla. Fillings such as rice mixed with seafood, chicken or grilled vegetables are usually low in fat.
24. For the fastest breakfast of all, go with dry cereal and milk. Make the cereal whole-grain or bran and you'll get fiber along with B vitamins and complex carbohydrates.
25. Build a better breakfast sandwich -- replace the bacon or sausage with Canadian bacon or ham and order your sandwich on an English muffin, bagel or bun.
26. Instead of a doughnut, order an English muffin, bagel or a plain soft baked pretzel. Lightly spread the cream cheese or margarine -- or just use jam or jelly.
27. Refrigerate take-out or leftovers if the food won't be eaten right away. Toss foods kept at room temperature for more than two hours.
28. Be sizewise about muffins, bagels, croissants and biscuits. A jumbo muffin has twice the fat grams and calories as the regular size.
29. Look for yogurt and fruit for a quick on the run breakfast to start your day.
30. Tuck portable, nonperishable foods in your purse, briefcase or backpack for on-the-go snacking. For example, crackers and peanut butter, small boxes of cereal, dried fruit, pretzels, or plain popcorn.
31. Fresh fruit is already packaged to go. Try a variety of seasonal fruits.



## **WAUKESHA COUNTY SENIOR DINING CENTERS**

We would like to invite all seniors 60 and above to join us for a great nutritious lunch, great socialization and nutrition education at one of our thirteen senior dining centers.

Reservations are required 24 hours in advance.

Confidential donations are accepted at all senior dining centers. These donations allow us to continue to serve the seniors of Waukesha County at the dining centers.

**BROOKFIELD**—Brookfield Community Center, 2000 North Calhoun Road  
262-782-1636—Mon thru Fri @ 12:00 noon

**BUTLER**—Hampton Regency Apartments, 12999 W. Hampton Ave.  
262-783-5506—Mon thru Fri @ 11:45 am

**DELAFIELD**- Knollcrest Apartments, 674 Division Street  
262-646-8838—Tues & Thurs @ 11:45 am

**HARTLAND**, Breezewood Village Apartments, 400 Sunnyslope Drive  
262-367-5689—Mon, Wed, Fri @ 12:00 noon

**MENOMONEE FALLS**—Menomonee Falls Comm. Center, W152 N8645 Margaret Rd.  
262-251-3406—Mon thru Fri @ 12:00 noon

**MUKWONAGO**, Birchrock Apartments, 280 Birchrock Way  
262-363-4458—Mon thru Thurs @ 11:45 am

**MUSKEGO**— Muskego City Hall, W182 S8200 Racine Avenue  
262- 679-3650—Mon, Wed, Fri @ 11:45

**NEW BERLIN**—National Regency, 13750 W. National Ave.  
262-784-7877—Mon thru Thurs @ 11:45 am

**OCONOMOWOC**—Oconomowoc Community Center, 324 West Wisconsin Avenue  
262-567-5177—Mon thru Fri @ 12:00 noon

**SUSSEX**—Sussex Mills Apartments, W240 N6345 Maple Ave.  
262-246-6747—Mon thru Fri @ 11:45 am

### **CITY OF WAUKESHA**

**LA CASA VILLAGE**, 1431 Big Bend Road, Waukesha  
262-547-8282—Mon, Wed & Fri @ 11:30 am

**SARATOGA HEIGHTS APARTMENTS**, 120 Corrina Blvd., Waukesha  
262-542-8783—Mon thru Fri @ 12:00 noon

**WILLOW PARK APARTMENTS**, 1001 Delafield Street, Waukesha  
262-547-5001—Mon, Tues & Thurs @ 11:30 am

Please call the Senior Dining Center between 10:00 am and 1:00 pm or call the Department of Senior Services at 262-548-7826 to make your reservation!

## **NEED HELP WITH YOUR NEW YEAR'S RESOLUTION TO LOSE WEIGHT AND GET FIT? HERE ARE SOME RESOURCES TO HELP YOU**

<http://www.cnpp.usda.gov/ihei.html>

**USDA offers Interactive Eating Index**

In an effort to help Americans calculate the effect of eating and exercise, USDA introduced an interactive web tool. By clicking on the Interactive Healthy Eating Index and Physical Activity Tool, it is possible to record both the food consumed and the amount of physical activity expended. The software then analyzes the information and provides suggestions for improving eating and physical activity habits.

<http://www.NutritionData.com>

Nice site that can give you detailed information on the nutrients in your favorite foods, including brand names.

[www.nutrition.gov](http://www.nutrition.gov)

Provides access to all online federal government information on nutrition, healthy eating, physical activity and food safety.

[www.healthfinder.gov](http://www.healthfinder.gov)

Healthfinder® links to the best government and nonprofit health and human services information on the Internet for over 1800 health-related organizations.



## **NEED A MENTAL WORKOUT? A COUPLE OF FUN SITES TO HELP YOU:**

<http://www.aarp.org/games/>

[www.Jigzone.com](http://www.Jigzone.com)

[www.freejigzawpuzzles.com](http://www.freejigzawpuzzles.com)

Relieve stress by understanding which brain hemisphere is stressed. If you feel depressed or emotionally overwrought, your stress is in the right hemisphere—the creative, emotional, holistic side. **WHAT TO DO:** Switch to your matter-of-fact left hemisphere by doing math, writing factual prose or organizing. The emotional right brain will calm down. If you feel time-stressed and over-burned, the left hemisphere is involved. Switch to your right brain by singing or playing a sport.

### *Aerobics of the Mind—Mental Fitness*

#### **Alphabet Stretch**

Down the left hand margin of a piece of paper, write the letter of the alphabet, A-Z, a different letter on each line. Beside each letter, write a word that begins with the letter that is related to travel.

For Example: A-airplane, B-baggage, C-car.

#### **Finding Words**

Most of us have played this game of finding words within words since we were children. It is a good way to jog your brain! How many words can you make out of the word ELDERHOSTEL? List the words at the top of a sheet of paper and try for 25 words. Then press and see if you can find 50 words or more.

If you like this game, see how many words you can find in RETIREMENT, WASHINGTON, CHRISTMAS.



**LAKE COUNTRY CARES CAB WANTS TO MEET YOU!**

Do you live in Hartland, Delafield, Nashotah or Merton? Are there times when you wish you had a ride to the doctor, grocery store, a hair appointment or to visit a friend? Lake Country Cares Cab is your answer.

Lake Country Cares Cab has been operating for 2 ½ years and has been providing rides for senior citizens under the shared fare program sponsored by the Department of Senior Services. This transportation service is an economical way for seniors to get to appointments or shopping within the area. LCCC operates Monday-Friday from 8:30 a.m. to 3:00 p.m. Riders are picked up at their home and driven to their destination and then home again, plus the drivers are friendly and helpful.

Do not hesitate to call Lake Country Cares Cab for further information. LCCC is a non-profit organization offering this service for the benefit of our clients allowing our customers the ability to remain independent.

Please call us at 262-695-2670.



**2004 Senior Sources have arrived.  
Please call the Department of Senior  
Services at 262-548-7828 to have  
one mailed directly to you or stop by  
and visit us to pick up your copy.**

**HELP IS A FOUR LETTER WORD  
THREE DIGIT NUMBER  
SIMPLY CALL 211 TO GET HELP WITH LIFE**



### New Study Looks at How Older Adults, Adult Children View Independent Living

The ability to live independently in one's own home is a number one priority of most older adults. Without independence, adults can feel cut off from family, friends and community activities. A new national study from the American Association of Retired Persons –I (AARP), however, indicates that older adults and adult children view some aspects of independent living differently.

"While older adults and adult children define independent living in similar ways– as the ability to care for oneself without outside help – some of the ways in which parents and their children communicate about independence were different," says Mary Brintnall– Peterson, a University of Wisconsin–Extension program specialist in aging.

The 1998 telephone survey of nearly 900 adults included older adults who were at least 65 years old who had at least one adult child over the age of 35, as well as adult children over the age of 35 who had parents at least 65 years old. The older adults and adult children were not from the same families.

The study found that three in 10 families have had conversations about independent living between the generations. Despite the lack of communication, the generations agree about the extent to which they have communicated with each other about independent living.

Families find that it is easier to have these conversations about independent living before any difficult decisions need to be made, and to have them within the context of discussions about planning for the future.

"Having conversations ahead of time are so essential because when a health crisis occurs family members are usually the first people to get involved," Brintnall–Peterson says.

"When adult children are aware of their parents' wishes and concerns, they can work on maintaining that independence as long as possible and look for community resources to support independence."

Older parents' desire to rely on family, friends, and neighbors as information sources is a fact of which adult children should be aware. The study found that older adults and adult children differed in their perceptions about giving and receiving information. Adult children were more likely to be willing to offer information, while older adults were less likely to ask for information from their children. Yet, when older adults needed information, they turned to family, friends and neighbors.

Older adults also are much less likely to report having experienced health care problems, compared with what adult children report. Physical health problems were the number one issue older adults in the study identified as affecting their ability to live independently, followed by mental health problems, financial problems, and death of a spouse.

Older adults and adult children also differed in their perceptions about the amount of help given to older adults. Adult children said they had given more help than older adults perceived receiving. Older adults also were more likely to say they don't need any help to live independently.

“ Even when older adults turn to family and friends for information, the adult children in the study say they didn't know where to get information,” Brintnall-Peterson says.

Some sources of information for older adults in communities may include:

- Department of Aging in your county or tribe (Senior Services)
- Senior centers
- Local hospital benefits counselors
- Nutrition sites
- County government
- Human Services Department
- County UW-Extension office

Provided by Mary Brintnall-Peterson, Ph.D., Program Specialist in Aging at the University of Wisconsin-Extension. For more information or questions, contact Mary by phone (608) 262-8083 or by email at [Mary.brintnall-Peterson@ces.uwex.edu](mailto:Mary.brintnall-Peterson@ces.uwex.edu). This publication is distributed through the Wisconsin Alliance for Family Caregiving web site found at: <http://www.uwex.edu/ces/flp/>



## **OLDER AMERICANS MONTH MAY 2004**

What is Older Americans Month? Each year in May, we honor and recognize older Americans for their important sacrifices and contributions to our society. Our seniors have cared for their families and communities, enhanced our economic prosperity, defended our Nation, and preserved and protected the Founders' vision. Their commitment to our future sets an inspiring example for all. And their resilience, fortitude, and experience provide us with important perspectives and insights as we face the challenges of a new era.

The celebration also recognizes the extended role seniors play in our families, communities, and workplaces, as they live longer, healthier, and more productive lives.

By maintaining and improving programs that assist older Americans, we help these important citizens enjoy longer, healthier, and more productive lives. During this month, we can promote and pay tribute to the achievements and contributions of our greatest generation and reaffirm our commitment to their well-being.

## **GRANDPARENTS PARENTING GRANDCHILDREN**

**GRANDPARENT SUPPORT GROUP** With the use of funds available through The Older Americans Act Caregiving Grant, the Waukesha County Department of Senior Services has formed a group for grandparents who are parenting their grandchildren. This program has been very successful in giving grandparents helpful advice, new friendships, and much needed respite. A number of outings are planned throughout the year for both the children and the grandparents which allows new friendships to develop and creates a supportive network for everyone.

**If you are a grandparent who is currently raising a grandchild, why not join us for some fun, relaxation and friendship. Please call Laura Dombrock, UW-Extension, at 262-548-7782 or call the Department of Senior Services at 548-7828 for more information.**

### **For a copy of the GRAND NEWSLETTER**

***-a resource for grandparents/relatives raising and nurturing dependent children-***  
**Call Senior Services at 262-548-7828.**

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### **Women's Center—Grandparent Group**

Grandparents Parenting Again is a weekly support and education group for grandparents who are the primary caretakers for their grandchildren. Each group session combines a focused topic (including guest speakers) and group process time. This allows for education as well as an opportunity for group members to participate in discussion of current individual issues. Group members report that this time has allowed them to share experiences and ideas, to be able to talk about fears and struggles in a non-judgmental environment, to get a different view of their problems and feel better able to cope upon returning home, and to lower their stress levels. The group meets every Thursday from 1-3 pm at The Women's Center, 505 North East Avenue, Waukesha. Free childcare is available with reservations at 262-547-4600. New group members are always welcome! The Grandparents Parenting Again group is funded by the CAP Fund.

Phone counseling and information/referral services are also available for grandparents, parents, and others playing a role in raising children. Please call 262-547-4600 during regular business hours. A 24-hour crisis number, 262-542-3828, is available on the weekends and non-business hours. The Family Support Project also provides free individual family counseling, emergency respite childcare, parenting classes, and support groups. The Women's Center, Inc. also offers free counseling for domestic violence, sexual assault, and child sexual abuse, legal advocacy, employment counseling, community education, transitional living, and 24 hour emergency shelter for domestic violence victims. Please call 262-547-4600 for more information.

## Telephone /Web Site Information Directory

AARP .....	www.aarp.org
Administration on Aging.....	www.aoa.dhhs.gov
Age Net.....	www.agenet.com/geriatrichealth
Alcohol and other drug abuse questions .....	262-548-7666
Alzheimer's Association.....	www.alz.org
Alzheimer's Association –Southeastern WI.....	414-479-8800 or 1-800-922-2413
.....	www.alzheimers-sewi.org
American Diabetes Association.....	(800) 342-2383
American Heart Association.....	www.americanheart.org
American Stroke Association.....	1-888-4STROKE or 1-888-478-7653
.....	www.strokeassociation.org
Benefits Checkup.....	www.benefitscheckup.org
.....	www.benefits.com
Chamber of Commerce-Waukesha Area.....	www.waukesha.org or email @chamber@waukesha.org
.....	262-542-4249
Charity Fraud-Federal Trade Commission.....	www.ftc.gov/charityfraud
.....	1-877-FTC-HELP (382-4357)
Department of Health and Human Services.....	262-548-1212 or TTY/TDD: 262-548-7311
Department of Senior Services.....	262-548-7828
.....	http://senior.waukeshacounty.gov
Elder Abuse.....	262-548-7828
.....	after hours: First Call For Help 211
.....	Emergency: 911 or non-emergency 547-3388
Eldercare Online.....	www.ec-online.net
Family Living Community Educator.Waukesha County UW-Extension.....	262-548-7782
Insurance Institute for Highway Safety.....	www.highwaysafety.org
Lake County Cares Cab.....	262-695-2670
Long Term Care Questions.....	262-548-7212
National Council on Aging.....	www.ncoa.org
National Family Caregivers Association.....	www.nfcares.org
National Foundation for Depressive Illness.....	www.depression.org
National Highway Traffic Safety Administration.....	www.nhtsa.gov
National Mental Health Association.....	www.nmha.org
National Mentoring Partnership.....	www.mentoring.org
National Osteoporosis Foundation.....	www.nof.org
Public Health Department.....	262-896-8430 or TTD: 262-896-8234
Online Smoking Cessation Support.....	www.lungusa.org/ffs
Outreach Resource Center for Culturally Diverse Elders.....	www.orccde.org
Social Security Administration.....	1-800-772-1213 OR www.ssa.gov
U.S. Department of Health and Human Services.....	www.hhs.gov
Veteran's Service Office.....	262-548-7732
Volunteer Program Specialist, Chris Rodriguez.....	262-548-7829
Waukesha County Home Page <i>Quick links to departments, services and information</i> .....	www.waukeshacounty.gov
Wisconsin State Home Page <i>Quick links to departments, services and information</i> .....	www.wisconsin.gov

## SERVICES FOR OLDER ADULTS

The Waukesha County Department of Senior Services offers a variety of services designed to meet the varied needs of older people. These services are available either directly by the Department or in cooperation with other agencies. Some services may include a fee or donation request. The Information and Assistance staff (I&A) discuss the options with seniors and families. The appropriate services can help individuals to live in their home as long as possible. Here is a recap of the individual services and the functions that they perform:

Adult Day Centers	<i>Sliding fee</i> —Older adults may attend adult day centers where services include personal care, a noon meal, and health monitoring. There are also recreation and socialization opportunities.
Bathroom Safety	Grab bars and a hand held showerhead can be installed in your bathroom for safety in bathing or showering. Call for information.
Benefit Counseling	<i>Donation</i> —A trained individual provides assistance in matters relating to benefits (e.g. Social Security, Title 19, insurance, reverse mortgage, taxes, and other legal concerns).
Community Services	<i>Some shared cost, some private pay</i> —A network of agencies provide supporting services that include homemaker, chore, health care services and a visitor/companion program.
Counseling/Support	<i>No cost</i> —A team of skilled staff, including social workers, registered nurse and client services specialist, assist older adults and caregivers with support and access to appropriate services.
Family Caregiver Support	Provides caregivers information and assistance in accessing support services such as respite and training—Enables elders to become linked with their caring community while in a caregiving role—Resource loan library—Grandparent program for those raising grandchildren.
Home Health Care	<i>Donation</i> —Personal care service, such as bathing, provides assistance in caring for someone in the home.
Senior Dining	<i>Donation</i> —13 Senior dining centers located throughout Waukesha County provide nutritional lunches, recreation, education, & social opportunities. Home-delivered meals are available for those who are homebound and are unable to cook for themselves. Call for information on the site nearest you.
Respite Options	<i>Based on Funding</i> —Assistance is provided in locating facilities and services, which provide short-term, temporary or occasional relief and support for caregivers. Call for location information.
Senior Line	<i>No fee</i> —A call-line (262-548-7828) that provides information and assistance on health, housing and general services for older persons.
Senior Sources	<i>No fee</i> —A comprehensive booklet available on request that contains programs, agencies, and services assisting older adults in Waukesha County. Call or stop by to get your copy.
Specialized Transportation	<i>Sliding Fee</i> —Appropriately equipped vans and buses transport older adults and those with disabilities. Shared-fare taxi and shuttles are also available in some areas of the county. Call for specific information.
Volunteer Opportunities	<i>Over 1000 volunteers help us!</i> Volunteer opportunities abound within our department for older people to assist in helping others.

**For assistance, information or to report elder abuse, call the Department of Senior Services at 262-548-7828** or visit our office at 1320 Pewaukee Road, Suite 130, in Waukesha. We are located in the Administration Center (connected to the Courthouse) at the corner of Moreland Blvd. and Pewaukee Rd. Our hours are Monday through Friday from 8 a.m. - 4:30 p.m. **After hours, please contact FIRST CALL FOR HELP at 211** or, if it is an emergency, call your local law enforcement agency.



## **WAUKESHA COUNTY SUBSIDIZED TRANSPORTATION PROGRAMS**

**Do you want to know if you, a friend, or loved one may be eligible for a Waukesha County Subsidized Transportation Program? Read below to see the eligibility requirements:**

### **TAXI PROGRAM**

**For Waukesha County residents, who are non or limited drivers, age 65 year or older, and able to enter or exit an automobile with little or no assistance.**

**AND Waukesha County residents, who are non-drivers under the age of 65, able to enter or exit an automobile with little or no assistance AND receive either SSI or SSDI benefits. A SSI or SSDI Benefits Verification Form must be submitted with an application and can be obtained from:**

**Social Security Office  
707 North Grand Avenue  
Waukesha, WI 53186  
(262) 542-7253 or 1-800-772-1213**

### **RIDELINE PROGRAM**

**For Waukesha County residents, who are non or limited drivers, age 65 years or older, unable to enter or exit an automobile and require an accessible vehicle, or have no taxi service in their community, or need to travel outside of the taxi service area.**

**AND for those Waukesha County residents who are non-drivers under the age of 65 years, unable to enter or exit an automobile and use either a wheelchair, scooter, cane, walker, crutches, or are legally blind.**

**Service to adjoining County ONLY for second opinion, consultation, or service NOT duplicated in Waukesha County with prior approval.**

**Call the Department of Senior Services for an application at 262-548-7828.**

**The taxi providers that participate in the subsidized program are listed below. Hours and days of operation vary. Call the service provider directly (all are area code 262).**

<b>Ann Marie Ryan's Transportation Service</b>	<b>613-0118</b>
<b>Best Cab of Waukesha</b>	<b>549-6622</b>
<b>Elmbrook Senior Taxi</b>	<b>785-1200</b>
<b>Lake Country Cares Cab</b>	<b>695-2670</b>
<b>Oconomowoc Silver Streak</b>	<b>567-6404</b>
<b>New Berlin Senior Taxi</b>	<b>814-1611</b>
<b>Sussex Senior Shuttle</b>	<b>246-5183</b>
<b>Menomonee Falls Senior Shuttle</b>	<b>251-4230</b>

**The provider for the RideLine Program is Meda-Care Vans of Waukesha, Inc. and may be contacted for reservations 24 hours in advance by calling (262) 650-1000.**

**Any other transportation questions may be directed to the  
Waukesha County Department of Senior Services at (262) 548-7828.**

**WAUKESHA COUNTY DEPARTMENT  
OF SENIOR SERVICES**

**DEPARTMENT OF SENIOR SERVICES**

1320 PEWAUKEE ROAD  
SUITE 130  
WAUKESHA, WI 53188  
PHONE: 262-548-7848  
FAX: 262-896-8273

**WE'RE ON THE WEB!**

<http://senior.waukeshacounty.gov>

**Mark Your Calendar**

**HATS OFF TO OUR VOLUNTEERS!**

**The Waukesha County  
Department of Senior Services  
Will Hold It's 22<sup>nd</sup> Annual Volunteer  
Recognition Event  
On Sunday, May 2, 2004  
12 noon 'til 3 pm  
At The Waukesha County  
Exposition Center**

**ADOPT A ROUTE**

Are you looking for a way to make a difference? It's easy – volunteer to deliver meals to homebound seniors. There is a critical need for volunteer drivers. By simply “adopting a route” over your lunch hour, you could make a big difference to the recently widowed Grandma down the road, or the elderly man who is recovering from surgery. How often you drive is determined by your schedule.

Waukesha County has the second highest senior population in Wisconsin. Last year alone over 160,000 home delivered meals were delivered in this county. The average age of a recipient is 82 years old. Receiving home delivered meals ensures the participant is getting a safe and nutritionally balanced meal.

If you would like to volunteer or need more information, please call Melinda Stuart, Waukesha County Nutrition Coalition Coordinator at 262-970-4713.

***VOLUNTEERISM***



*“Volunteering can be an exciting, growing, enjoyable experience. It is truly gratifying to serve a cause, practice one’s ideals, work with people, solve problems, see benefits and know one had a hand in them.”*

*Harriet Naylor*

*“It is a rare and high privilege to be in a position to help people understand the differences that they can make not only in their own lives but in the lives of others by simple giving of themselves.”*

*Helen Boosalis*

*“I have been the recipient of love and service, therefore I can love and serve. There is a great satisfaction in service to others, in seeing people and their conditions change.”*

*Clarence E. Hodges*

*“Caring must strengthen into commitment and commitment into action if we are to preserve and nurture one of the greatest forces for rebirth and renewal this nation has...volunteerism.”*

*Marlene Wilson*